

**W**elcome to the Phoenix Veterans Affairs Health Care System (PVAHCS). Our staff is dedicated to working toward one purpose: fulfilling the needs of our patients. As such, the PVAHCS provides the most technologically advanced forums of health care delivery including our renowned electronic medical record. Our organization improves each day through our continuous quality improvement methods. As a member of the Veterans Integrated Service Network 18, the PVAHCS is developing health care approaches designed to improve sharing of health care services among VA facilities. As the medical center director/health care system administrator, I can tell you we are proud to serve our patients.



- Gabriel Perez

The PVAHCS in Phoenix, Arizona was founded in 1951. At that time, the hospital had 360 employees, and averaged 1,000 outpatient visits per month. The total operating budget for that year was approximately \$2 million. Today's modern 700,000 square foot center is categorized as a clinical referral level 1b facility. In addition, the center has seven VA Health Care Clinics (VAHCC) and an In-Home Care Program.

### Patient Services

Patient services are managed through primary care clinics along with the primary mental health care clinics. Every patient is assigned to a primary care clinic, which serves as the central point for the coordination of care. The primary care physician and team make referrals to a specialist from these clinics, with follow-up, when appropriate. In this manner, each patient has one physician who serves as "their" physician and who manages their care.

Our Emergency Department is available 24 hours a day, every day, for emergent conditions.

The PVAHCS also operates specialized programs, such as Post-Traumatic Stress Disorder, Substance Abuse, services for Homeless Veterans, and a Community Living Center (CLC). Additionally, implementation is underway to link and coordinate care with Veterans Affairs Medical Centers in Tucson and Prescott, Arizona.

### Ambulatory Care

The Ambulatory Care Service is rapidly growing, providing care to more than 75,000 patients per year.

Several primary care clinics have been established at the main campus along with VA Health Care Clinics in

Buckeye, Globe-Miami, Mesa, Show Low, Northwest (Sun City) and North Phoenix (Thunderbird), Arizona.

These clinics are multidisciplinary with medical, nursing, dietetics, and pharmacy personnel, and include the concept of "total primary care." This allows the patient to receive the majority of their care within these clinics and to provide for better continuity of care in the outpatient setting. Additional VA Health Care Clinics will be offered in the future.

### Internal Medicine and its Subspecialties

The Department of Medicine is staffed by specialists in general internal medicine, along with sub-specialists in the areas of cardiology, gastroenterology, infectious disease, hematology and oncology, endocrinology, nephrology, pulmonary disease, rheumatology, dermatology, and geriatrics. The department also utilizes physician assistants, and research nurses engaged in varied studies sponsored by the Department of Medicine. Specialized facilities include a cardiac cath lab and hemodialysis.

The Department of Medicine maintains a large training program with more than 50 interns, residents and fellows. There are fellowships in pulmonary critical care medicine, cardiology, gastroenterology, endocrinology, and geriatrics. The internal medicine residency is integrated with Banner Good Samaritan Hospital.



Medical students come from the University of Arizona College of Medicine Phoenix and Tucson campuses, Midwestern, Kirksville and AT Still, as well as other affiliated programs across the United States.

### Surgery

The Surgical Department offers inpatient and outpatient services as well as consultation services to physicians in the medical center. There is also an active ambulatory surgery unit, as well as facilities for same day admissions. A state-of-the-art surgical intensive care unit is also available.

They also provide specialty services in general surgery, vascular surgery, otolaryngology, head and neck surgery, ophthalmology, plastic surgery, orthopedic surgery, podiatry, urology, thoracic surgery, and gynecology.

### Mental Health and Behavioral Science Services

Integrated Mental Health Care Services is a primary care model of treatment delivery, which promotes accessibility of continuous, comprehensive, and coordinated care to the mentally ill population. The Integrated Mental Health Care Services, including both inpatient and outpatient services, to provide this continuum of care from admission, assessment, treatment and discharge.

### Pharmacy

The Department of Pharmacy is an integral participant in the development and delivery of pharmacotherapeutic



services and processes more than 1.2 million prescriptions per year. This system consists of the main VA Medical Center campus, the Home Care Program and decentralized services to support our VA Health Care Clinics.

### Physical Medicine and Rehabilitation

The purpose of the Physical Medicine and Rehabilitation Department is to minimize symptoms and/or exacerbations of chronic illnesses, impairments and disabilities; we do this by restoring, improving or maintaining the patient's optimal level of self-care, self-responsibility, independence and quality of life. The patient's family is included in treatment planning for the specific needs and goals of the patient.



### Community Living Center

The Community Living Center consists of physicians specializing in geriatric medicine, nurse practitioners, nursing staff, physical therapists, kinesiotherapists, occupational therapists and recreation therapists, along with consultation services from the Audiology and Speech Pathology Department, as well as other general hospital specialties.

### Nursing

The Nursing Department is staffed by registered nurses, licensed practical nurses, nurse aides, nurse practitioners and clinical nurse specialists. Besides being very active in our standard medical, surgical and psychiatric units, nurses with specialized training and

experience work in the Medical and Surgical Intensive Care Units, in specialized programs such as The Home Care Program, with spinal cord injury, colostomy and ileostomy patients, and with Community Living Center residents.

### Radiology

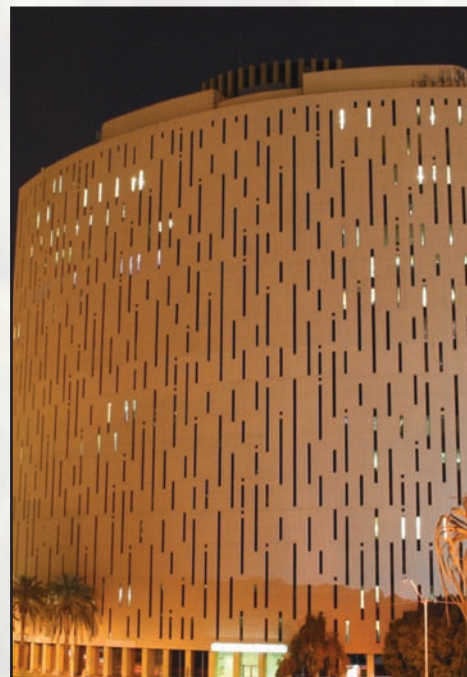
The Radiology Department staffing includes diagnostic radiologists, diagnostic radiologic technologists, nuclear medicine technologists and support personnel. The service offers a wide variety of diagnostic procedures including computed tomography studies magnetic resonance imaging, nuclear medicine studies (which involves the use of radio-isotopes), ultrasound procedures, digital mammography, intravenous pyelograms, angiography, functional studies (such as gastro-intestinal tract studies), and general radiographic examinations.

### Laboratory

Physicians specializing in pathology staff the Department of Pathology and Laboratory Medicine. Other staff members include medical technologists, laboratory technicians, phlebotomists, and clerical personnel. The department is accredited by the American Association of Blood Banks and the College of American Pathologists.

### Social Work

Social Work services at the PVAHCS



span the entire spectrum of care from outpatient through inpatient acute care to extended care, both in medicine and psychiatry. The social work philosophy is treating the whole person and involving the family in attaining treatment goals. Our strong affiliation with the Arizona State University School of Social Work keeps us abreast of new developments in the field. Our strengths have always been our flexibility to meet new challenges and an unwavering commitment to our Veteran patients and their families.

### Post Deployment Clinic

The Phoenix VA Health Care System is committed to providing quality services and treatment that is specific to the needs of the Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) Veterans. The OEF/OIF Post Deployment Team helps ensure the transition from military to civilian life is as efficient and seamless as possible.

The OEF/OIF Post Deployment Clinic features a multidisciplinary team to ensure the comprehensive medical and mental health needs of our returning Veterans are met. This includes primary care, mental health care, social work and nurse case management, and administrative support.



### Audiology and Speech Pathology

Two disciplines, both concerned with communication, work within Audiology and Speech Pathology Service. Audiologists at our facility issue more than 3,600 new hearing aids each year, while maintaining thousands more worn by Veterans with hearing loss. Audiologists also treat Veterans with tinnitus (ringing in the ear) and balance problems, and perform the majority of compensation and pension examinations. Audiology health technicians operate the Hearing Aid Walk-In Clinic, which helps Veterans keep their hearing aids working. Speech-language pathologists work with Veterans suffering from speech, language





and cognitive problems resulting from traumatic brain injury, stroke, disease and Post Traumatic Stress Disorder, as well as patients experiencing swallowing problems (dysphagia). In addition to diagnostic and treatment services, our staff conducts research and provides training for graduate students from affiliated

universities nation-wide.

### **Nutrition, Hospitality and Food Services**

Hospitality and Food Services provides quality meal service that is freshly prepared to meet our patients unique, health care and personal preference needs. The hospitality team includes host/hostess service for meeting patient's individual needs, escort services to support patient, family, and guest transportation in and around the facility, patient clothing, lost and found, and patient funds to support security of our patient's belongings and items that may have been lost during visits or stays.

Clinical nutrition provides a comprehensive range of nutritional services for both inpatients and outpatients. This department offers individual nutritional counseling with all medical conditions that affect nutritional status and group classes are taught that address health problems such as diabetes, heart disease and obesity. In addition, we offer Veterans a nutrition-focused physical examination to assess for over or under nutrition.

### **World Class City**

Phoenix is America's premier desert city. As the capital of Arizona, Phoenix has attracted millions of people to its metropolitan area through a diversified economy and an informal southwestern lifestyle that offers more than 300 days of sunshine every year. Phoenix has a young, productive force, new housing,

and a strong manufacturing industry concentrated in the high-tech fields.

### **Housing/Transportation**

Affordable housing is available within the city and its suburbs. Condominiums, apartments, and houses are abundant. Most are new homes with all the modern conveniences. Phoenix's extensive freeway system connects all parts of the Valley of the Sun. In addition, the public bus and light rail system includes transportation to the medical center.

### **Terrain**

Arizona possesses a diverse, unparalleled landscape. Phoenix lies in a desert valley that enjoys spring-like weather from October to May. Radiant flowers of desert cacti bloom in spring. The mountains to the east and west form a beautiful landscape. Phoenicians enjoy the splendor of the magnificent sunsets that light up Arizona's skies year round. A short three-hour drive to the north leads one to the mountainous pine country of Flagstaff. Northern Arizona experiences all four seasons. Colorful autumn leaves blanket the ground in the fall. Cold weather and snow invade the area during the winter months. Nearby Sedona dazzles its visitors with marvelous red rock terrain. A variety of sights are within several hours of metropolitan Phoenix.

### **Outdoor Recreation**

Greater Phoenix has an abundance of golf courses, parks, public swimming pools, and bike paths. Across the state, more than 11 million acres of national forest lands provide a varied playground for those who enjoy skiing, horseback riding, hunting, fishing, boating, hiking or camping. From desert lowlands to pine covered mountains, from grassy meadows to rugged canyons, and from placid lakes to roaring rivers, the vast Arizona back-country beckons to the outdoor enthusiast.

### **Sports**

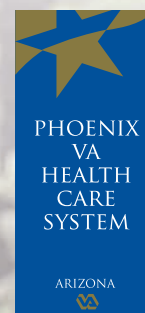
The Phoenix Suns host the NBA's best at the beautiful U.S. Airways Center. The NFL's Arizona Cardinals stage their gridiron battles at the University of Phoenix Stadium in Glendale. The NHL's Phoenix Coyotes bring hard hitting, fast paced hockey excitement to the Jobing.Com arena, also in Glendale. Major League Baseball comes into full-swing as the Arizona Diamondbacks take the field at Chase Field in downtown Phoenix. Top professional golfers converge on Arizona for annual tournaments, such as the Phoenix Open.

### **Culture**

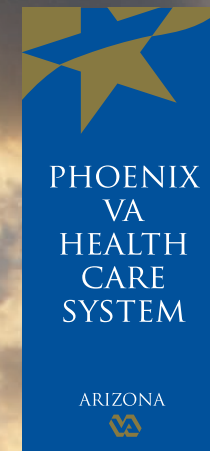
The Valley is rapidly gaining prominence as a mecca for culture and arts. Patrons can find quality programs throughout the Valley in such beautiful facilities as the Phoenix Symphony Hall, the ASU Nelson Fine Arts Center, Dodge Theatre, Maricopa County Events Center, the Scottsdale Center for the Performing Arts and ASU's Gammage Auditorium, a facility designed by famed architect Frank Lloyd Wright.

### **Shopping**

The Valley boasts exceptional retail services. Upscale stores in Scottsdale's lush Fashion Square Mall. The downtown areas of Scottsdale and Tempe reinvent the charm of small town elegance. Upscale shopping is available at Scottsdale's Kierland Commons in Northeast Phoenix and further north in Scottsdale is the expansive Desert Ridge Mall.



**We are Proud to  
Serve our Veterans**



Phoenix  
*Arizona*